(b) if so, the details thereof; and

(c) the steps Government would take in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) With the greater use of computers, a general increase in cases of cyber crimes has been noticed worldwide. In India also a similar trend has been observed.

(b) As per the data maintained by National Crime Records Bureau (NCRB), the incidence of cyber crimes registered in States/UT under the Information Technology Act 2000 and Indian Penal Code (IPC) sections, during the year 2003, 2004 and 2005 are 471, 347 and 481 cases respectively. The Central Bureau of Investigation (CBI) had registered 1 case in the year 2004, 4 cases in the year 2005 and 3 cases in the year 2006 and 9 cases up to 31st July, 2007 thereby showing a mixed trend.

(c) The Information Technology Act 2000 together with the Indian Penal Code provides legal framework for countering cyber crimes.

The Government has introduced Information Technology (Amendment) Bill, 2006 in the Parliament which *inter alia* provides for:

New Forms of crimes, like publishing of material containing sexually explicit act in electronic form, video voyeurism, breach of confidentiality and leakage of data by service providers, e-commerce frauds through impersonation commonly known as phishing, identity theft and offensive messages through communication service.

The Government has also conducted several awareness and training programmes on cyber laws and cyber crimes for Judicial Officers and Law Enforcement Agencies.

CBI also acts as a nodal agency to train the State Police personnel who are dealing with the investigation of cyber crimes.

Growth rate of mobile phones

451. SHRI M.V. MYSURA REDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the subscribers base for mobile phones in the country;

(b) the annual growth rate of mobile phones in India for the years 2003-04 to 2006-07;

(c) the number of subscriber lines which were added by BSNL and MTNL during the last three years, year-wise; and

(d) the share of business between Public Sector and Private Sector?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The subscribers base for mobile phones in the country is 185.13 million as on 30.6.2007 (latest available).

(b) The annual growth rate of mobile phones in India for the year 2003-04 to 2006-07 year-wise is as under:–

	YEAR			
	2003-2004	2004-2005	2005-2006	2006-2007
Annual growth rate of mobile telephones	159.23%	54.84%	78.44%	78.12%

(c) The number of mobile subscriber lines which were added by BSNL and MTNL during the last three years, year-wise is given as under:

Name of PSU	Number of mobile connections added (in million)		
	During 2004-05	During 2005-06	During 2006-07
BSNL	4.86	8.66	11.25
MTNL	0.63	0.96	0.84

(d) The share of business between public sector and private sector is given as under:

As on 30.06.2007

Name of sector	Share in total telephones	Share in mobile phones
Public Sector	31.72%	18.83%
Private Sector	68.28%	81.17%

Redressal of complaints regarding poor telecom services

452. SHRI JAI PARKASH AGGARWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have received complaints regarding disappointing telecom services;

(b) if so, the number of complaints received till date, during the last three years and the number of complaints redressed so far out of them, State-wise; and

(c) the action taken by Government after conducting the inquiry in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) The number of complaints received and number of complaints disposed during the last three financial years (Telecom Circle-wise) is given in the Statement (*See* below).

(c) The Government sends reply to the complaint based on reply received from concerned Service Provider.